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CONFIRMATION NO. 9330

SERIAL NUMBER 10/698,854	FILING OR 371(c) DATE 10/31/2003 RULE	CLASS 715	GROUP ART UNIT 2112	ATTORNEY DOCKET NO. 24636-09986	
APPLICANTS W. Donald Matthews, Toronto, CANADA; Dejan Slokar, Toronto, CANADA; ** CONTINUING DATA ***** This application is a CIP of 10/462,417 06/16/2003 ABN which is a CON of 10/327,812 12/21/2002 ABN which claims benefit of 60/342,626 12/21/2001 ** FOREIGN APPLICATIONS ***** IF REQUIRED, FOREIGN FILING LICENSE GRANTED** SMALL ENTITY ** ** 02/04/2004					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged _____ Examiner's Signature Initials		STATE OR COUNTRY CANADA	SHEETS DRAWING 32	TOTAL CLAIMS 115	INDEPENDENT CLAIMS 14
ADDRESS <div style="text-align: right;">AIR MAIL</div> DONALD W. MATTHEWS 136 LANGFORD AVENUE TORONTO, ONM4J3E3 CANADA					
TITLE Methods of providing direct technical support over networks					
FILING FEE RECEIVED 1778	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		